



Educational Technology
 division of
 Learning Resources Center
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D2L Troubleshooting Tips - Faculty/Staff

Legend: ET – Educational Technology, ES – Enrollment Services, SGS – student in good standing, CSR – Course Shell Request, CD – Course Director, CA – Course Administrator, BUF – Bulk User Format form, UER – User Enrollment Request form.				
Staff & Faculty Symptom	Possible Cause	Staff & Faculty Action	User Responsible for Resolution	Resolution
Cannot log in using the default login information	No D2L account	Contact Educational Technology	Product Support Specialist or designee	If valid user, create account
	Invalid login			Send Login information
	Account inactive			If valid user, activate account
	Account locked			Unlock account
Cannot see the course in their course list	Course list not expanded	Click the + sign next to the quarter title	User	
	Course has not started (only applicable for student role)	Wait until the first day of class	User	
	Course is not active	Contact the instructor	Instructor	Activate course if ready
	Not enrolled in course		Product Support Specialist or designee	If requested by CD or CA, enroll user
	Course not in D2L		Instructor	Submit CSR and enrollment list (BUF or UER form)